

INTERNAL QUALITY AUDIT REPORT

Quality Management System

ISO 9001:2015

2017

San Jose Del Monte City Water District


INTERNAL QUALITY AUDIT REPORT

QUALITY MANAGEMENT SYSTEM
ISO 9001:2015

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CONTENTS

	Page
I. Audit Details	3
II. Summary on Non-Conformances Per Department	4
III. Good Observations	16
IV. Areas for Improvement	21
V. Summary	31

I. AUDIT DETAILS

a. Purpose

- i. Regular audit in accordance with the Annual Audit Plan.
- ii. To audit the implementation and maintenance of systems procedures and documents control implementation.

b. Period

- i. Quality Management System (QMS)
- ii. September 5-6, 2017

c. Audit Scope & Criteria

- i. Audit requirement of ISO 9001:2015 Standard.
- ii. Implementation of procedures and other documentation (including QMS documents and records).
- iii. Implementation of document control
- iv. Quality Manual

d. Composition of Audit Team

Lead Auditor	Leah P. Javier
Auditors	Jogenes Bacinillo Yolanda D. Berbano Noel R. Gappi Susie E. Emeterio Jay V. Limense Henry S. Portolio Claire G. San Jose Teresita D. Casas* (for Special Audit)

I. SUMMARY ON NON-CONFORMANCE PER DEPARTMENT

DEPARTMENT	PROCEDURE	NON-CONFORMANCE	AUDITOR
Document Control Custodian	Procedure DCC-001 (Control of Documented Information Procedure)	No non-conformance observed.	J. Bacinillo
ISO/QMS Facilitator	Procedure ISO-002 (Risk Assessment and Control Procedure)	No non-conformance observed	J. Bacinillo
OGM	Procedure OGM-001 (Feedback Generation and Control Procedure)	Element 8.5.2 of the QMS standard requires that "The organization shall control the unique identification of the outputs when traceability is a requirement, and shall retain the documented information to enable traceability." However, during the audit, it was verified during the completed execution of the procedure (see attached photos) the form (tally sheet) used is not the registered form.	J. Limense
OGM	Procedure OGM-002 (Administrative Control Procedure)	No non-conformance observed.	J. Limense
OGM	Procedure OGM-003 (IEC Control Procedure)	No non-conformance observed	J. Limense

OGM	Procedure OGM-004 (Legal Control Procedure)	No non-conformance observed	J. Limense
Commercial Department	Procedure CSD-001 (Water Sales Control Procedure)	<p>Element 4.4.1 of the quality management system requires the organization to establish, implement maintain and continually improve the quality management system, including processes needed and their interaction”. However during the audit, it was found that the correctness of all submitted reports of the CS Accounts division is attested by the department manager but this step was not included in the process flow.</p> <p>Element 8.5.2 of the quality management system standard requires that:</p> <p>“The organization shall control the unique identification of the outputs when traceability is a requirement, and shall retain the documented information necessary to enable traceability.”</p> <p>However, during the audit, it was observed that there are no transmittals or documented information pertaining to the accomplishments of each responsible person mentioned in the procedure that can be used to enable traceability of the reports submitted except for the operational report.</p>	Y. Berbano
Commercial Department	Procedure CSD-002 (Handling After-Sales Procedure – Change of ownership) (Aq8)	Element 8.2.3 of the quality management system standard requires that the organization shall ensure that the contract or order requirements differing from those previously defined are resolved and that the customer’s requirements shall be confirmed by the organization before acceptance. However, during the audit, it was	L. Javier

		observed that in the letters addressed to the original owners of the service connection whose ownership is being requested to be changed does not have a verification process to check if the recipient of the letter is the original owner.	
Commercial Department	Procedure CSD-003 (Service Disconnection Procedure)	Element 5.3 of the quality management system standard requires that the organization shall ensure that the responsibilities and authorities for relevant roles are assigned communicated and understood within the organization. However, during the audit, it was observed that the responsibility and authority of the Department Manager is not indicated in the written procedure.	L. Javier
Commercial Department	Procedure CSD-004 (Service Application Procedure) (Aq8)	Element 4.4.1 of the quality management system standard requires that the organization shall establish, implement, maintain and continually improve a quality management system, including the processes needed and their interactions in accordance with requirements of the International Standard. However, during the audit, it was observed that in actual practice, approval and signing of the service contract is done by the Department Manager prior to notarization of the contract. This process is not reflected in the written procedure.	L. Javier
Commercial Department	Procedure CSD-004 (Service Application Procedure) (Main Office)	Element 5.3 of the quality management system standard requires that the organization shall ensure that the responsibilities and authorities for relevant roles are assigned communicated and understood within the organization. However, during the audit, it was observed that the responsibility and authority of the Department Manager is not indicated/defined in the written procedure.	L. Javier

Commercial Department	Procedure CSD-005 (Marketing of New Connection Procedure)	Element 8.5.2 of the quality management system standard requires that “The organization shall control the unique identification of the outputs when traceability is a requirement, and shall retain the documented information necessary to enable traceability.” However, during the audit, it was verified during a completed execution of the procedure (see attached photos) that the use of marketing survey form was not implemented.	J. Limense
Administrative Finance Department	Procedure FIN-001 (Disbursement Control Procedure)	No non-conformance observed.	C. San Jose
Administrative Finance Department	Procedure FIN-002 (Financial Statement Reporting Procedure)	No non-conformance observed.	S. Emeterio
Administrative Finance Department	Procedure FIN-004 (Budget Preparation Control Procedure)	Newly established Execution and Monitoring Procedure is not fully practiced. Records stated in the procedure are not yet in use.	S. Emeterio
Administrative Finance Department	Procedure ADM-001 (Competence Training and Awareness Procedure)	Element 7.2 of the quality management system standard requires that the organization shall retain documented information as evidence of competence. However, during the audit the individual training history was not updated even if the procedure requires it. Further, paragraph 6.3 of the procedure requires that the division shall maintain individual training history. However, during the audit employee training records are merely recorded in a logbook. Also, the form described in the procedure is not yet being used.	S. Emeterio

		Element 4.4.2 of the quality management system standard requires that the organization shall retain documented information to have confidence that the processes are being carried out as planned however, during the audit there is no approved annual training plan (ATP) for 2017, only a draft copy. It was also observed that while there is no approved ATP, there were still trainings/seminar that were implemented.	
Administrative Finance Department	Procedure ADM-003 (Service Vehicle Control Procedure)	<p>Element 4.4.1 of the quality management system standard requires that the organization shall establish, implement, maintain and continually improve a quality management system, including the processes needed and their interactions in accordance with requirements of the International Standard. The same element also requires that the organization shall determine the process needed for the QMS and their application throughout the organization and shall, among others, determine the inputs required and the outputs expected from these processes.</p> <p>However, during the audit, it was observed that the checklist of rental requirements that was presented by the person in charge, the filled-out form did not indicate the identity of the service vehicle being monitored and no date was likewise indicated. Thus, it would be difficult to trace which service vehicle was checked against the requirements in the checklist.</p>	L. Javier
Administrative Finance Department	Procedure ADM-004 (Human Resources Management Procedure)	No non-conformance observed.	N. Gappi

Administrative Finance Department	Procedure ADM-005 (Equipment Commissioning Procedure)	<p>Element 8.5.2 of the QMS requires that “The organization shall control the unique identification of the outputs when traceability is a requirement, and shall retain documented information necessary to enable traceability.” However, it was observed during the audit that the forms for equipment commissioning checklist and equipment test report were not available and not being used in the equipment commissioning procedure.</p> <p>Element 7.5.3.1 requires that documented information required by the QMS and by the international standard shall be controlled to ensure its is available and suitable for use, where and when it is needed. However, there were no controlled copy of the procedure being audited in the Division.</p>	J. Bacinillo
Administrative and Finance Department	Procedure ADM-006 (Warehousing Management Procedure)	<p>8.5.3 of the quality management system standard requires that the organization shall exercise care with property belonging to the customer or external providers while it is under the organization. The organization shall identify, verify protect and safeguard the customers or external providers property provided for use or incorporation into products and services however, during the audit Anybody can enter the stock room especially at the extension office in Aqua 8 and stocks are outside the stock room.</p> <p>Element 4.4.2 requires that to the extent necessary the organization shall maintain documented information to support the operation of its processes however, there is no procedure or work instruction on how to handle or store the materials properly.</p>	C. San Jose

Administrative and Finance Department	Procedure ADM-007 (Purchasing Control Procedure)	4.4.2 of the standard requires that the organization shall retain documented information to have confidence that the process are being carried out in accordance with the plan. However, during the audit purchase request was being used to request a material instead of request and issue slip.	J. Bacinillo
Administrative and Finance Department	Procedure ADM-008 (Control of Infrastructure Procedure)	Element 8.5.2 of the standard requires that "The organization shall control the unique identification of the outputs when traceability is a requirement and shall retain the documented information to enable traceability. However, during the audit, it was observed that the use of the Maintenance Request Form was not implemented.	J. Limense
Administrative and Finance Department	Procedure ADM-010 (Bidding Control Procedure)	No non-conformance observed.	N. Gappi
Administrative and Finance Department	Procedure ADM-011 (External Providers Performance Monitoring)	Element 8.5.2 of the QMS requires that "The organization shall control the unique identification of the outputs when traceability is a requirement, and shall retain documented information necessary to enable traceability." However, during the audit, it was observed that only one assessment was done for the period January to September, 2017 when the QMS provides for a quarterly assessment.	L. Javier
Engineering Department	Procedure ENG-001 (Meter Maintenance Program Procedure) (Aq8)	Element 8.5.2 of the QMS requires that "The organization shall control the unique identification of the outputs when traceability is a requirement, and shall retain documented information necessary to enable traceability."	Y. Berbano

		However, during the audit, it was noticed that documents/forms pertaining to the accomplishments of MMP personnel are recorded in the inspector's logbook and directly given to the department's clerk processor for encoding to MMP database without maintaining transmittals which is necessary to enable traceability of the document/forms.	
Engineering Department	Procedure ENG-001 (Meter Maintenance Program Procedure)	Element 4.4.1 of the quality management system requires the organization to establish, implement maintain and continually improve the quality management system, including processes needed and their interaction". However, it was found out during the audit that the Department has no record on the conduct of meter maintenance since April 8, 2017.	S. Emeterio
Engineering Department	Procedure ENG-002 (Water Meter Testing Procedure) (Aq8)	Element 7.5.3.1 requires that documented information required by the QMS and by the international standard shall be controlled to ensure it is available and suitable for use, where and when it is needed. However, during the audit when asked about the hard copy of the work instruction in the engineering department there was none presented.	Y. Berbano
Engineering Department	Procedure ENG-002 (Water Meter Testing Procedure)	Element 7.5.3.1 requires that documented information required by the QMS and by the international standard shall be controlled to ensure it is available and suitable for use, where and when it is needed. However, during the audit, when asked about hard copy of Work Instruction, there was none presented.	H. Portalio

Engineering Department	Procedure ENG-003 (Installation and Maintenance Procedure)	No non-conformance observed.	Y. Berbano
Engineering Department	Procedure ENG-004 (Turnover of Housing Projects/ Subdivision Water System Monitoring Procedure)	No non-conformance observed.	S. Emeterio
Engineering Department	Procedure ENG-005 (Planning and Design Procedure)	<p>Element 4.4.1 of the quality management system standard requires that:</p> <p>“The organization shall determine the processes needed for the quality management system and their application throughout the organization, and shall:</p> <ul style="list-style-type: none"> • determine the inputs required and the outputs expected from these processes; • determine the sequence and interaction of these processes • assign the responsibilities and authorities for these processes <p>However, during the audit, the procedure shows that the process flow does not include the steps involved in recording of the documents, and final review and recommendation of the proposed project as stated in the Paragraph 5.0 Responsibility and Authority</p>	Y. Berbano

		of the procedure and the related performance indicators needed to ensure the effective operation and control of these processes.	
Engineering Department	Procedure ENG-006 (Project Works Implementation Procedure)	<p>Element 4.4.2 requires that to the extent necessary the organization shall maintain documented information to support the operation of its processes.</p> <p>However, during the audit, it was noted that the not all pre-construction meetings of the Department have minutes of meetings. Likewise, in the written procedure, Project Accomplishment Report should be submitted every two weeks. However, upon audit, the latest accomplishment report for ongoing construction of steel bolted tank (WTP3) is dated April, 2017. Signatories on the hydrotesting form being used also deviates from the registered form.</p>	L. Javier
	Procedure STP-001 (Septage Collection Control Procedure)	No non-conformance observed.	J. Bacinillo
	Procedure STP-002 (Septage Treatment Procedure)	No non-conformance observed.	J. Bacinillo
Production Department	Procedure PAD-001 (Pumping Facilities Management Procedure - PS No. 26, 27, and 28)	Element 8.5.1 of the quality management system requires that documented information that defines the characteristic of the products to be produced. The service to be provided, or the activities to be performed should be available. However, during the audit when asked about the copy of work instructions, there was none presented.	H. Portolio

Production Department	Procedure PAD-002 (Non-Revenue Water Control Procedure)	No non-conformance observed.	H. Portalio
	Procedure PAD-002 (Non-Revenue Water Control Procedure)	No non-conformance observed.	C. San Jose
Production Department	Procedure PAD-003 (Maintenance Control Procedure)	On 6.2 Repair Control Process of the Maintenance Procedure, the concerned division mentioned that in the notification process, they will be using the trouble report form. However, during the audit, the concerned Department Manager was unable to provide a copy of the Trouble Report Form.	H. Portalio
Production Department	Procedure WTP-001 (Water Sampling Control Procedure)	No non-conformance observed.	N. Gappi
Production Department	Procedure WTP-002 (Water Quality Procedure)	Element 8.2.3.1. of the standard requires the organization to ensure that it has the ability to meet the requirements for products and services to be offered to customers. The organization shall conduct a review before committing to supply products and services to a customer, to include: xxx d) statutory and regulatory requirements applicable to the products and services. However, during the audit, it was observed that WTP has no current permits from the DOH and DENR.	J. Limense
Production Department	Procedure WTP-003 (Laboratory Testing Control Procedure)	Element 8.5.1b of the QMS standard requires “the availability of documented information that defines the activities to be performed and the results to be achieved.”	J. Limense

		However, during the audit, it was verified that there were no Work Instructions attached in the procedure and in the laboratory.	
Production Department	Procedure WTP-004 (Water Production Control Procedure)	No non-conformance observed.	C. San Jose
Production Department	Procedure WTP-005 (Water Treatment Control Procedure on WTP)	<p>Element 4.4.2a of the quality management system standard requires the organization to maintain documented information to support the operation of its process. However, during the audit, the following Work Instructions are not available:</p> <ol style="list-style-type: none"> 1. Jar Testing 2. PAC Pump Feedrate Verification 3. Dosing Pump Activation and Adjustment 4. Chlorine Gas feeder system Activation and Adjustment 5. Filter Operation & Filter Backwashing 6. Liquid Calcium Hypochlorite Facilites Activation and Dosing Adjustment 	Y. Berbano
Production Department	Procedure WTP-007 (Calibration Control Procedure)	<p>The procedure requires that the department shall prepare Equipment Calibration Schedule, however, during the audit, Equipment Calibration Schedule is not duly signed and approved.</p> <p>As a result thereof, during audit sample equipment (online PH-analyzer) was checked if calibrated as scheduled but it was found out that the equipment broke down first, hence, it was requested for repair instead.</p>	

III. GOOD OBSERVATIONS

In general, all departments were cooperative during the internal audit. As requested during the opening meeting, the auditees made themselves available at the scheduled time of audit.

DEPARTMENT	PROCEDURE	OBSERVATION	AUDITOR
DCC	Procedure DCC-001 (Control of Documented Information Procedure)	The DCC knows her responsibilities well and has systematically arranged the files for easier and faster retrieval	J. Bacinillo
OGM	Procedure OGM-003 (IEC Control Procedure)	Consistent awardee of PAWD for Best Publication - Magazine and Newsletter categories	J. Limense
Commercial Department	Procedure CSD-001 (Water Sales Control Procedure)	The transaction time for every customer is less than 2 minutes which is below the required time as per citizen charter. All cashiers are courteous to customers.	C. San Jose
Commercial Department	Procedure CSD-005 (Marketing of New Connection Procedure)	Records on marketing procedure are stored on one folder and easily available to the Department Manager.	J. Limense

Commercial Department	Procedure CSD-001 (Water Sales Control Procedure)	<p>The Department has the corresponding action/corrective measures for the following risks that can affect the delivery and effectiveness of service to the concessionaires:</p> <ol style="list-style-type: none"> 1. Use of flash drives as back-up for the transmission of payment data from Francisco Homes Extension Office and Sarmiento Homes Office in case of slow or unreliable internet connection. 2. Daily back-up of Billing and Collection System if in case the computers bogged down 3. Use of individual codes of personnel for the security of the Billing and Collection System <p>Also, the Accounts Division prepares a monthly summary Monitoring Sheet to ensure that connection subject for billing are billed. The customer service assistant is well-versed in the handling-after sales procedure.</p> <p>Transaction time for every customer takes less than the 2-minute time indicated in the Citizen's Charter. All cashiers are courteous to the customers.</p>	Y. Berbano
Administrative and Finance Department	Procedure FIN-001 (Disbursement Control Procedure)	The transaction time for every customer is less than 3 minutes which is below the required time as per citizen charter.	C. San Jose

		<p>The cashier has devised their own way to monitor and tally their cash fund. It is an excel program which they update from time to time after the completed transaction.</p> <p>All procedures are documented and properly recorded.</p>	
Administrative and Finance Department	Procedure FIN-003 (Liquidation Preparation Procedure)	All liquidation process is properly recorded.	N. Gappi
Administrative and Finance Department	Procedure ADM-001 (Competence Training and Awareness Procedures)	<p>Although the ATP was not approved by the General Manager, there are still trainings/seminar therein that were implemented.</p> <p>Maintaining of training records is handled by a responsible personnel who can still provide it by manually picking-up the data from a logbook.</p>	S. Emeterio
Administrative and Finance Department	Procedure ADM-004 (Human Resources Management Procedure)	The Administrative Division adheres by the book of all government policies in hiring. Records are properly maintained.	N. Gappi
Administrative and Finance Department	Procedure ADM-005 (Equipment Commissioning Procedure)	<p>They know and practice the procedures well based on the given manual.</p> <p>They answered the questions based on the data they have given.</p>	J. Bacinillo

Administrative and Finance Department	Procedure ADM-006 (Warehousing Management Procedure)	All materials are properly arranged in the stockroom. Storekeepers are courteous to the concessionaires and co-employees.	C. San Jose
Administrative and Finance Department	Procedure ADM-007 (Purchasing Control Procedure)	They know and practice the procedures well. They are familiar with the step by step activities to be done in procuring materials and equipment. They are very confident in their answers.	J. Bacinillo
Administrative and Finance Department	Procedure ADM-008 (Control of Infrastructure Procedure)	Property database are updated and useful in monitoring property history record.	J. Limense
Administrative and Finance Department	Procedure ADM-009 (Management and Disposal of Fixed Assets Control Procedure)	The Property Officer is well-versed in the Property Management and Disposal Procedure.	S. Emeterio
Administrative and Finance Department	Procedure ADM-010 (Bidding Control Procedure)	Bidding and control procedures adheres to the guidelines of the procurement / bidding laws of the Philippines.	N. Gappi
Engineering Department	Procedure ENG-001 (Meter Maintenance Program Procedure)	Concessionaire's signature in Form 2 confirms the work done by the contractor/maintenance personnel in conformance with Element 9.1.2 – Customer Satisfaction of the QMS standard.	Y. Berbano

		The Department ensures that the personnel assigned as inspectors are competent on the basis of training and experiences.	
Engineering Department	Procedure ENG-001 (Meter Maintenance Program Procedure)	Changes in the implementation of the prepared schedule address the problem during the billing of the Commercial Department.	S. Emeterio
Engineering Department	Procedure ENG-002 (Water Meter Testing Procedure) (Aq8)	Although the Work Instruction was not available during the audit, the technician in charge was able to explain the procedure well and provided information relating to products and services. He was also able to obtain feedback relating to products and services, including customer complaints.	H. Portalio
Engineering Department	Procedure STP-001 (Septage Collection Control Procedure)	They are familiar with the forms they are using. They are applying the procedures. They are keeping their data well.	J. Bacinillo
Engineering Department	Procedure STP-002 (Septage Treatment Control Procedure)	They are familiar with the procedures as well as the forms they are using.	J. Bacinillo
Production Department	Procedure PAD-001 (Pumping Facilities Management Procedure)	Although Work Instructions were not available during the audit, operator in charge was able to explain the procedure well. He provided information relating to products and services.	H. Portalio
Production Department	Procedure PAD-002 (Non-Revenue Water Procedure)	Monitoring of Non-Revenue Water with regards to tabulation of programs is well managed.	H. Portalio

Production Department	Procedure WTP-001 (Water Sampling Control Procedure)	All sampling activities are documented. Samples collected are properly identified and recorded.	N. Gappi
Production Department	Procedure WTP-002 (Water Quality Control Procedure)	The records are properly filled out and filed, readily available	J. Limense
Production Department	Procedure WTP-003 (Laboratory Testing Control Procedure)	The records are properly filled out and filed, readily available for immediate reference.	J. Limense
Production Department	Procedure WTP-004 (Water Production Control Procedure)	Operators are courteous. All the forms are properly organized.	C. San Jose
Production Department	Procedure WTP-005 (Water Treatment Control Procedure)	Although the Work Instructions stated in this procedure are not available at the time the audit was conducted, the personnel assigned to perform the job was able to explain the process required.	Y. Berbano
Production Department	Procedure WTP-007 (Calibration Control Procedure)	Equipment inventory is updated per schedule quarterly, 1 st quarter. And 2 nd quarter of 2017 though it was not duly signed who prepared it.	S. Emeterio

IV. AREAS FOR IMPROVEMENT

Generally, it has been observed that the files being presented were not in order of the activities being processed. Although it was completed, improvement in filing system shall be observed. Good housekeeping shall be properly observed as to have a designated storage area for generated solid waste.

Department	Procedure	Areas for Improvement	Auditor
OGM	Procedure DCC-001 (Control of Documented Information Procedure)	Inform all departments that the preservation period of documents must be based on the guidelines of the National Archives Commission	J. Bacinillo
	Procedure OGM-001 (Feedback Generation and Control Procedure)	Procedure to monitor action(s) taken by respective Department on customer feedback should be included in the procedure.	J. Limense
	Procedure OGM-002 (Administrative Control Procedure)	<ul style="list-style-type: none"> Update the attachment to the procedure regarding the latest Memorandum issued regarding the appointment of OIC Files (confidential) are all hard copy and located in one place. For security, documents should be scanned (back-up copy). 	J. Limense
Commercial Department	Procedure CSD-001 (Water Sales Control Procedure)	Insert the following in the process flow under 6.0 – Procedure details:	Y. Berbano

		<ul style="list-style-type: none"> - Preparation of Summary Monitoring Sheet by the CSO up to the Department Manager - Posting of Billing and Adjustment Memo (BAM) and checking if BAM is properly posted - Process in the preparation of the required reports and forms as mentioned in 6.3 and 8.0 of the procedure - Process of remittance of collector's cash book as proof of the acceptance of the cash/check remitted up to preparation and submission of Report of Accountability for Accountable Forms 	
	Procedure CSD-001 (Water Sales Control Procedure)	<ul style="list-style-type: none"> • As per observation, the first step in the process flow of Water Bill Collection Process which is "Greet the customer" is not generally applied. • The note for the process flow "Receive payment from customer" is for reconnection only. How about the other status like MLD. As per the person interview if it is MLD the concessionaire will be directed to customer service. Kindly elaborate the note. • The information of the availability and location of the documented procedure is not properly disseminated. • There is uncontrolled copy of the procedure. 	C. San Jose

	Procedure CSD-005 (Marketing of New Connection Procedure)	<ul style="list-style-type: none"> The marketing procedure depends on the receipt of a letter request from developer or other groups. If possible, can we do marketing on our initiative and include this in the procedure? 	J. Limense
Administrative and Finance Department	Procedure FIN-001 (Disbursement Control Procedure)	<ul style="list-style-type: none"> In the process flow for disbursement through Petty Cash fund, the next step from the receiving of document should be preparation of documents In the process flow for Replenishment Petty Cash Fun the step "Preparation of JEV, DV and Processing of Check" is repeated but the process description is recording of documents. The information of the availability and location of the documented procedure is not properly disseminated. 	C. San Jose
Administrative and Finance Department	Procedure FIN-001 (Disbursement Control Procedure)	<ul style="list-style-type: none"> Procedures should be posted on site to guide its customers. 	N. Gappi
Administrative and Finance Department	Procedure FIN-002 (Financial Statement Reporting Procedure)	<ul style="list-style-type: none"> Observe timely submission of monthly financial statement. 	S. Emeterio

Administrative and Finance Department	Procedure ADM-001 (Competence Training and Awareness Procedure)	<ul style="list-style-type: none"> • Set a regular annual determination of competency gap through the TNA • Upgrade the recording system of individual training history • Indicate in the procedure for ADM-002 (6.4) the feedback system to the concerned department during revision of Organizational Chart and result. Also in 6.2, indicate the preparation of draft PDF for review and checking of the concerned department as to the duties, responsibilities and weight <p>Merge the (6.3) Revision of PDF due to Transfer/Promotion with the (6.2) Control of Position as these two procedures are the same</p>	S. Emeterio
Administrative and Finance Department	Procedure ADM-002 (Control of Position Description and Table of Organization procedure)	<ul style="list-style-type: none"> • Indicate in the procedure (6.4) the feedback system to the concerned department during the revision of O-Chart and result • Indicate in the Control of Position procedure (6.2) the preparation of draft PDF for review and checking of the concerned department as to the duties, responsibilities and weighted percent of working title. • Indicate in the Control of Position Procedure the signing of the immediate Supervisor/Division Manager and Department Manager in the PDF form. 	S. Emeterio

		<ul style="list-style-type: none"> • Manage the revision of Position Description due to Transfer/Promotion (6.3) procedure, it's just part of it and the same procedure. 	
Administrative and Finance Department	Procedure ADM-005 (Equipment Commissioning Procedure)	<ul style="list-style-type: none"> • They should have a controlled copy of the procedure. • There should be a fixed warranty period for equipment that are being purchased (new) and repaired. 	J. Bacinillo
Administrative and Finance Department	Procedure ADM-006 (Warehousing Management Procedure)	<ul style="list-style-type: none"> • The difference between "stock" and "non-stock" is not identified in the procedure. • Logbook as part of record is not specified in the procedure but there is existing logbook as part of record in the process flow of receiving of stock. • End-user also signs in the Receiving Report but it is not indicated in the process flow of receiving of stock. • There is no column "Stock Available" in the SRS. The process flow is confusing. • The process flow "Receipt of SRS from Requesting Personnel" should be "Receipt and Review of SRS". • Approval of SRS prior to releasing should be indicated in the process flow and the person in charge. • Due to the new policy regarding procurement, the supply officer should at least set a parameter on when to purchase the additional stock in line with the time frame of procurement policy to avoid unavailability of stock. 	

Administrative and Finance Department	Procedure ADM-007 (Purchasing Control Procedure)	<ul style="list-style-type: none"> • They should have a controlled copy of the procedure. • They should arrange the file of the forms used in the Division. 	J. Bacinillo
Administrative and Finance Department	Procedure ADM-008 (Control of Infrastructure Procedure)	<ul style="list-style-type: none"> • The record's name in the procedure should be edited and updated. 	J. Limense
Administrative and Finance Department	Procedure ADM-009 (Management and Disposal of Fixed Assets Control Procedure)	<ul style="list-style-type: none"> • In the issuance of Property Accountability Receipt (PAR), practice what is stated in the Procedure. • Indicate in the procedure a notation that in urgent cases, the initial steps in procedure 6.1 are not followed. • Establish measure to ensure that items requested will be at the custody of the requisitioner at specified time as the Property Officer manifested that there are situations that requisitioned PPE remains in their custody despite notice to the requisitioner. <p>In disposal of unserviceable property procedure (4.1) indicate in the procedure that the Disposal Committee initiates the preparation of IIRUP.</p>	S. Emeterio
	Procedure ADM-005 (Equipment Commissioning Procedure)	<ul style="list-style-type: none"> • Consider fixing a warranty period for equipment that are being purchased (new) and repaired 	J. Bacinillo

Engineering Department	Procedure ENG-001 (Meter Maintenance Program Procedure)	<ul style="list-style-type: none"> • Indicate the procedure (6.1) the preparation of Work Order – MMP and draft JO prior to implementation • Indicate in the procedure (6.1) submission of MMP Form 1 to the Commercial Department • Use MMP Form 1 (COD-011-0) as attached in the MMP Control Procedure • Indicate in the procedure witnessing of the concessionaire with the water meter replacement by signing the MMP F2 Form 	S. Emeterio
Engineering Department	Procedure ENG-001 (Meter Maintenance Program Procedure)	<ul style="list-style-type: none"> • Include in the 6.0 of this procedure the detailed process or flow of documents such as: • Issuance of JO to contractor • Forwarding and acceptance of accomplishment JO, Form 1&2 from the Maintenance Personnel Clerk Processor • Preparation of payment from Clerk Processor up to the forwarding of Job Order to OGM • Include in 5.0 the responsibility and authority of personnel involved in signing the required forms of this procedure • Separate the process for the implementation of the program from the preparation of payments for contractors. 	Y. Berbano

Engineering Department	Procedure STP-001 (Septage Collection Control Procedure)	<ul style="list-style-type: none">• In the procedure, they are calling septage inspector and septic tank inspector in different process description. However, bases on the interview, these positions are being done by one person, it is advisable that the position being mentioned should have the same name.	J. Bacinillo
Engineering Department	Procedure STP-002 (Septage Treatment Control Procedure)	<ul style="list-style-type: none">• The report being submitted to DENR should be included in the list of documents under Septage Treatment Control Procedure.	J. Bacinillo
Production Department	Procedure PAD-001 (Pumping Facilities Management Procedure)	<ul style="list-style-type: none">• There was no available Generator Set in the station. When there was power outage, the operation stopped. The pumping station was unable to pump water which will be distributed to concessionaires.• In filling up the water storage tank, they are only using the pressure gauge for monitoring instead of automatic level indicator equipment which will automatically stop when it reached the spilling level.• In one of the pumping stations, the operation is 24/7 without provision for time-off. Subjecting pumping equipment to continuously operate causing it to breakdown anytime without notice.	

Production Department	Procedure WTP-002 (Water Quality Control Procedure)	<ul style="list-style-type: none"> Process description can be simplified especially activities also performed in Laboratory Testing Procedure. Include Clean Water Act in the references. 	J. Limense
Production Department	Procedure WTP-003 (Laboratory Testing Control Procedure)	<ul style="list-style-type: none"> For 6.1.2.3 Consumer Service Request, the end of the process should be the return of Service Request to the originator (for further action). 	J. Limense
Production Department	Procedure WTP-004 (Water Production Control Procedure)	<ul style="list-style-type: none"> The procedure is too technical in which a simple person might not understand clearly. Technical description or technical wordings is advisable to put in the Work Instruction. The information of the availability and location of the documented procedure is not properly disseminated. 	C. San Jose
Production Department	Procedure WTP-005 (Water Treatment Control Procedure)	<ul style="list-style-type: none"> The procedure must indicate the frequency of validating and reviewing the treatment operation data and equipment & system performance in Daily Operation Record of WTP 1 and 2 to ensure that the process stated on this procedure are being carried out effectively. 	Y. Berbano
Production Department	Procedure WTP-007 (Calibration Control Procedure)	<ul style="list-style-type: none"> Maintain an Equipment Calibration History that can be accessed anytime to easily monitor equipment status. 	S. Emeterio

SUMMARY

In summary, the audit overall went fairly well with some issues concerning the awareness of the people being interviewed on the accessibility of the QMS. The interviews went well and it was clearly seen that the understanding and acceptance of our quality management system is increasing. While there were several findings during the audit, there were also good observations and areas for improvement that were noted. These will be discussed as we move forward. The implementation of a number of improvements to the internal audit process has enabled us to get a better understanding of how closely the processes and procedures are being followed. The survey of people interviewed, has indicated that even more job specific questions could be asked.

This audit has demonstrated that everyone's understanding of the quality management system is improving. We have also seen that there are things we can improve and commit to the continual improvement process.